

Seagate Qualified Customizations for Seagate Systems Channel Products

Definition: Seagate Qualified Customizations represent activities that a **third party** may perform that Seagate agrees do **not** void any warranty attached to the Seagate Systems product sold.

Note: For any activity listed below with a requirement other than “None,” Seagate approval is contingent upon Seagate review and is based on multiple factors. Not all customization requests are guaranteed to be approved.

1. Activities that apply to all Seagate Systems Channel products:

	Activity	Requirements
A	Installation of a bezel onto a Seagate chassis	Testing and Seagate approval.
B	Application of product labels onto any Seagate product	Cannot obscure Seagate or other component vendor- applied labels – e.g., agency labels and PN/SN labels. And cannot obscure airflow or cover vents.
C	Alteration of Seagate printed product documentation inserted into the shipping box; e.g., Getting Started Guides; Exos 2U-5U Rackmount Guide	Advance disclosure and Seagate approval.
D	Insertion of other documentation into the shipping box or application of labels onto the shipping box	None.
E	Alteration of Seagate product documentation published online – e.g., Hardware and Installation Guide, Storage Management Guides, and Getting Started Guides	Advance disclosure and Seagate approval.
F	Installation of Seagate system FW (upgrading the FW version)	For RAID products including Corvault, Systems system FW is available on Seagate.com site for download. For FW not publicly available for download, the third-party partner must work in collaboration with Seagate, under EC control (1) for specific RAID product customer requirement(s); (2) for any JBOD/EBOD or AP product.

G	Installation of Seagate drive FW (upgrading the FW version)	Collaboration with Seagate under EC control. Note: Drive FW available publicly is not intended for usage with Seagate Systems products: seagate.com/support/downloads/firmware
H	Alteration of VPD content	Collaboration with Seagate on details. Seagate will provide instructions, documentation, assistance, scripts, and/or tools.
I	Addition or alteration of accessories (contained in shipping boxes) - e.g., cables	Seagate approval.
J	Installation of custom-printed controller rear fascia	Collaboration with Seagate under EC control.

2. Activities that apply (only) to Exos X and Corvault Seagate Systems Channel products

	Activity	Requirements
A	Installation of a Seagate Customization Toolkit (CTK) Signed Binary	Collaboration with Seagate under EC control. Seagate must test, approve and sign before a new CTK can be installed.
B	Creation of a storage configuration prior to shipment to an end customer; e.g., creation of disk groups, volumes, pre-defined maps	None.
C	Change of default settings (user preferences and persistent settings)	None.

3. Activities that apply (only) to Exos AP Seagate Systems Channel products

	Activity	Requirements
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A	Installation of a Seagate-approved OS (as listed on the Exos AP Compatibility Interop Matrix)	None.
B	Installation of a non-Seagate-approved OS (as listed on the Exos AP Compatibility Interop Matrix)	Collaboration with Seagate. Testing may be required.
C	Change of VLAN settings (e.g., by running VLAN configuration scripts)	Collaboration with Seagate and upon Seagate review and approval based on multiple factors, managed under EC control.
D	Installation of PCIe add-on cards listed on the Exos AP Compatibility Interop Matrix	Collaboration with Seagate; Will require purchase of a fascia bracket and has warranty implications.
E	Installation of PCIe add-on cards not listed on the Exos AP Compatibility Interop Matrix)	Collaboration with Seagate. Will require justification based on business opportunity in addition to NRE to support qualification testing.
F	Alteration of memory configuration, boot device, or CPU configuration	Not supported.
G	Modification of system settings (BIOS, BMC)	Collaboration with Seagate under EC control. Seagate must test and approve.
H	Creation of custom BIOS with customer logo	Collaboration with Seagate under EC control. Will require justification based on business opportunity in addition to NRE to support qualification testing.

4. Activities that apply (only) to Exos E Seagate Systems Channel products

	Activity	Requirements
A	Change of SAS zone mode configuration to existing supported zone mode.	Collaboration with Seagate under EC control.

B	Loading alternative FW configuration files.	Collaboration with Seagate under EC control.
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